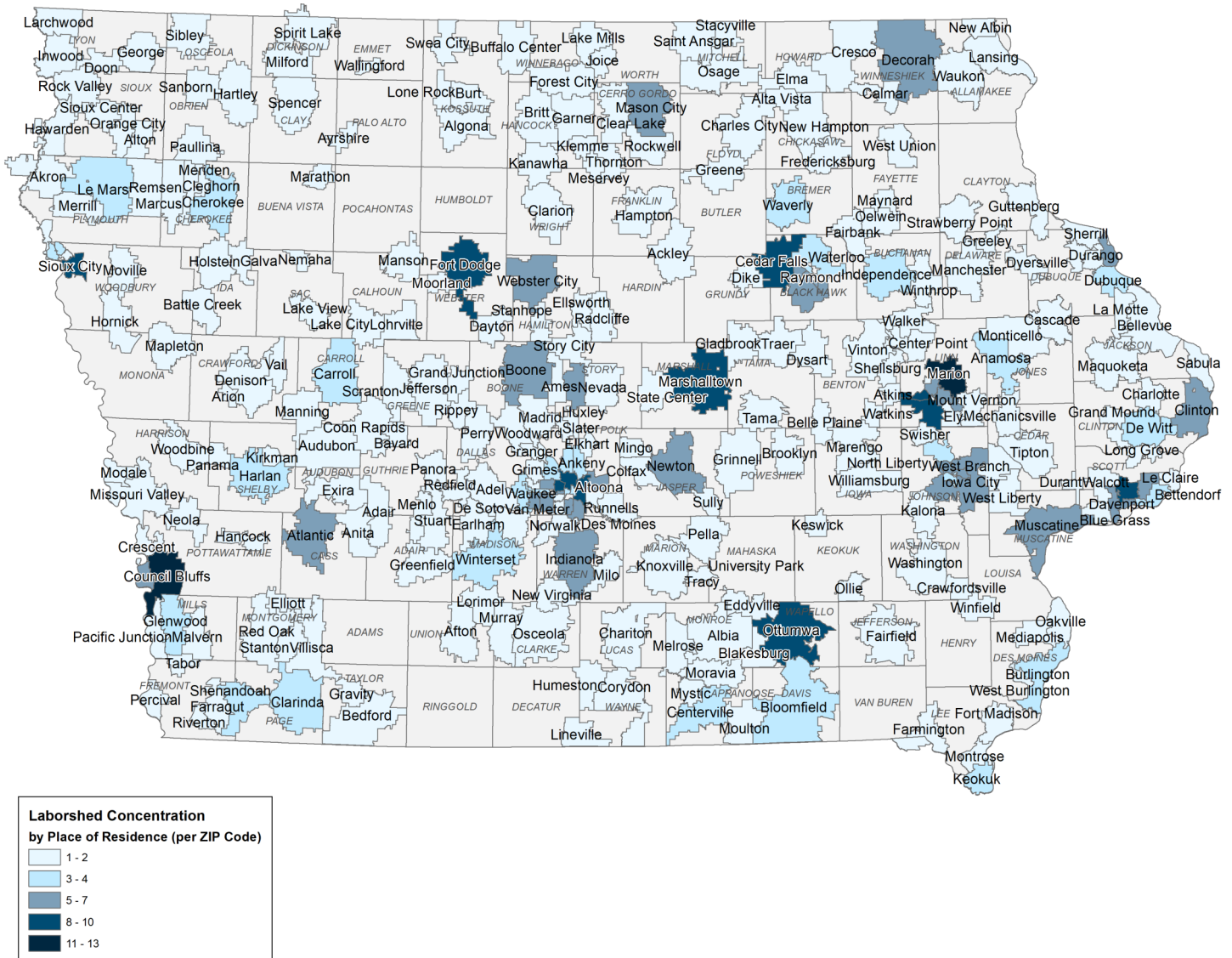


# LABOR CHARACTERISTICS

## OFFICE & ADMINISTRATIVE SUPPORT

### STATE OF IOWA LABORSHED AREA

#### CONCENTRATION OF RESPONDENTS WITHIN THE LABORSHED AREA WITH TRANSFERABLE EXPERIENCE/SKILLS BY PLACE OF RESIDENCE



Workers who have transferable experience/skills in the industry are currently commuting an average of 10 miles one way for work. Those who are likely to change/accept employment are willing to commute an average of 22 miles one way for the right employment opportunity.

FOR MORE INFORMATION REGARDING THE STATE OF IOWA, IA LABORSHED, CONTACT:

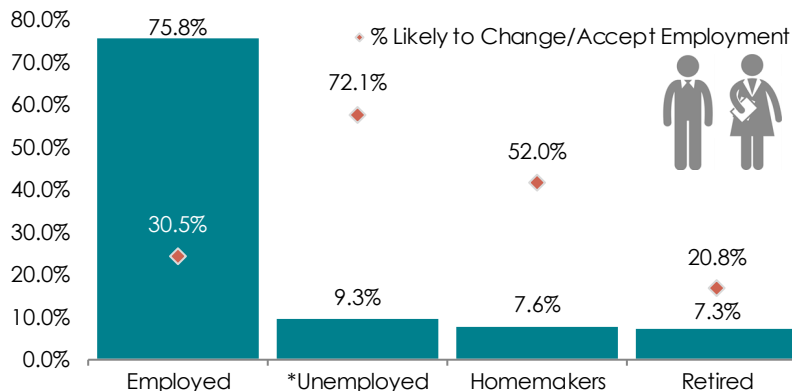
# LABOR CHARACTERISTICS

## OFFICE & ADMINISTRATIVE SUPPORT

### ESTIMATED AVAILABLE LABOR PER OCCUPATIONAL CATEGORY:

- Bill & Account Collectors - 1.06%
- Billing & Posting Clerks - 1.82%
- Bookkeeping, Accounting, & Auditing Clerks - 8.66%
- Cargo & Freight Agents - 0.3%
- Communications Equipment Operators, All Other - 0.46%
- Computer Operators - 0.15%
- Couriers & Messengers - 0.46%
- Court, Municipal, & License Clerks - 0.46%
- Credit Authorizers, Checkers, & Clerks - 0.15%
- Customer Service Representatives - 15.82%
- Data Entry Keyers - 0.15%
- Dispatchers, Except Police, Fire, & Ambulance - 0.61%
- Eligibility Interviewers, Government Programs - 0.46%
- Executive Secretaries & Executive Administrative Assistants - 1.82%
- File Clerks - 0.76%
- Hotel, Motel, & Resort Desk Clerks - 1.98%
- Human Resources Assistants, Except Payroll & Timekeeping - 0.3%
- Insurance Claims & Policy Processing Clerks - 1.67%
- Interviewers, Except Eligibility & Loan - 0.46%
- Legal Secretaries - 0.3%
- Library Assistants, Clerical - 0.91%
- Loan Interviewers & Clerks - 1.67%
- Mail Clerks & Mail Machine Operators - 0.3%
- Medical Secretaries - 1.06%
- Meter Readers, Utilities - 0.46%
- New Accounts Clerks - 0.15%
- Office & Administrative Support Workers, All Other - 1.06%
- Office Clerks, General - 8.51%
- Order Clerks - 0.15%
- Payroll & Timekeeping Clerks - 0.61%
- Police, Fire, & Ambulance Dispatchers - 1.06%
- Postal Service Clerks - 0.61%
- Postal Service Mail Carriers - 1.37%
- Postal Service Mail Sorters, Processors, & Processing Machine Operators - 0.46%
- Procurement Clerks - 0.46%
- Production, Planning, & Expediting Clerks - 1.98%
- Proofreaders & Copy Markers - 0.15%
- Receptionists & Information Clerks - 3.04%
- Reservation & Transportation Ticket Agents & Travel Clerks - 0.3%
- Secretaries & Administrative Assistants - 15.35%
- Shipping, Receiving, & Traffic Clerks - 3.04%
- Stock Clerks & Order Fillers - 4.86%
- Supervisors of Office & Administrative Support Workers - 11.55%
- Switchboard Operators, Including Answering Service - 0.3%
- Tellers - 2.13%
- Weighers, Measurers, Checkers, & Samplers, Recordkeeping - 0.61%

### ESTIMATED TOTAL BY EMPLOYMENT STATUS (PERCENTAGE):



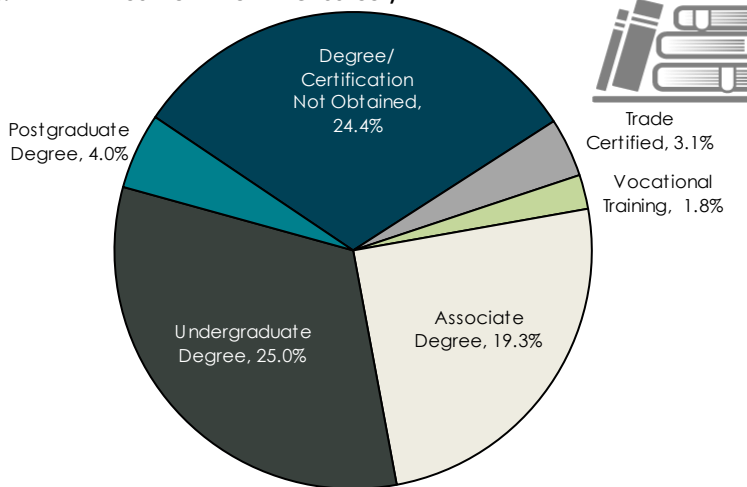
\*Employment status is self-identified by the survey respondent. The unemployment percentage does not reflect the unemployment rate published by the U.S. Bureau of Labor Statistics, which applies a stricter definition.

### EMPLOYMENT STATS:

- 72.9% paid an hourly wage
- 78.2% are/were employed full-time
- 21.8% are/were employed part-time
- 5.3% are/were self-employed
- 11.9% hold two or more jobs
- Currently working an average of 39 hours/week

### EDUCATIONAL LEVEL:

(77.6% HAVE AN EDUCATION BEYOND HIGH SCHOOL)

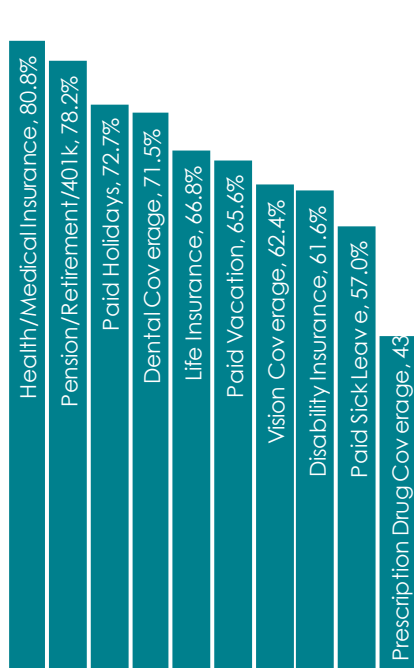


### UNDEREMPLOYMENT (ESTIMATED):

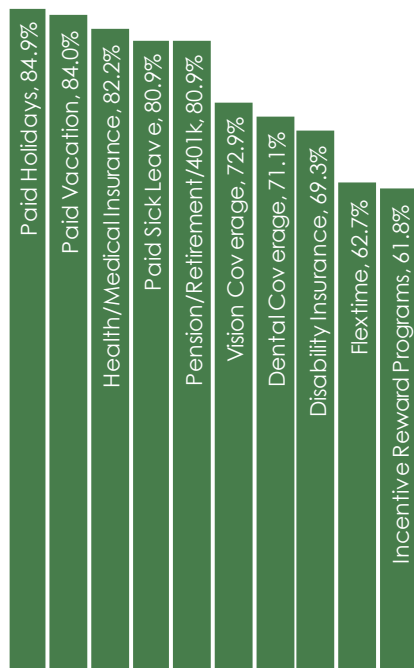
- Low hours - 3.0%
- Mismatch of skills - 7.8%
- Low income - 0.3%
- Total - 9.4%

(Individuals counted only once when estimating Total Underemployment.)

### CURRENT BENEFITS:



### DESIRED BENEFITS:



### TOP JOB SEARCH RESOURCES:

(For those seeking employment opportunities, by use.)

- Internet - 71.7%
  - [www.indeed.com](http://www.indeed.com)
  - [www.linkedin.com](http://www.linkedin.com)
  - [www.monster.com](http://www.monster.com)
  - [www.iowajobs.org](http://www.iowajobs.org)
- Networking through friends, family or acquaintances - 23.6%
- Newspapers - 18.3%
- IowaWORKS Centers - 18.2%

### WORKPLACE FLEXIBILITY:

(by percent of interest)

- Job teams - 71.1%
- Cross-training - 68.8%
- Job sharing - 46.9%
- Varied shifts - 36.5%
- Temporary work - 41.2%
- Seasonal work - 37.8%



# LABOR CHARACTERISTICS

## OFFICE & ADMINISTRATIVE SUPPORT

OCCUPATION	OCCUPATIONAL CODE	MEAN WAGE	ENTRY WAGE	EXPERIENCED WAGE	MEDIAN WAGE	MEAN ANNUAL SALARY
Bill and Account Collectors	43-3011	\$17.04	\$12.58	\$19.28	\$16.44	\$35,452
Billing and Posting Clerks and Machine Operators	43-3021	\$18.66	\$14.60	\$20.69	\$18.06	\$38,812
Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$18.70	\$12.21	\$21.94	\$18.15	\$38,896
Brokerage Clerks	43-4011	\$22.68	\$14.55	\$26.75	\$21.29	\$47,181
Cargo and Freight Agents	43-5011	\$20.42	\$13.01	\$24.12	\$18.49	\$42,470
Communications Equipment Operators, All Other	43-2099	\$15.90	\$13.96	\$16.86	\$15.99	\$33,066
Computer Operators	43-9011	\$20.86	\$13.68	\$24.44	\$21.14	\$43,379
Correspondence Clerks	43-4021	\$14.34	\$11.52	\$15.75	\$14.14	\$29,835
Couriers and Messengers	43-5021	\$13.33	\$10.17	\$14.91	\$12.77	\$27,726
Court, Municipal, and License Clerks	43-4031	\$20.53	\$13.52	\$24.03	\$19.54	\$42,695
Credit Authorizers, Checkers, and Clerks	43-4041	\$15.74	\$10.55	\$18.34	\$14.88	\$32,743
Customer Service Representatives	43-4051	\$17.98	\$12.20	\$20.87	\$16.89	\$37,404
Data Entry Keyers	43-9021	\$15.90	\$11.75	\$17.97	\$15.32	\$33,069
Desktop Publishers	43-9031	\$18.58	\$14.41	\$20.67	\$17.75	\$38,645
Dispatchers, Except Police, Fire, and Ambulance	43-5032	\$21.47	\$14.19	\$25.11	\$20.59	\$44,661
Eligibility Interviewers, Government Programs	43-4061	\$26.99	\$21.28	\$29.84	\$28.73	\$56,139
Executive Secretaries and Executive Administrative Assistants	43-6011	\$24.43	\$18.32	\$27.48	\$23.98	\$50,811
File Clerks	43-4071	\$16.24	\$11.09	\$18.81	\$15.05	\$33,774
Financial Clerks, All Other	43-3099	\$21.31	\$15.84	\$24.04	\$20.96	\$44,315
First-Line Supervisors of Office and Administrative Support Workers	43-1011	\$27.39	\$17.80	\$32.19	\$25.68	\$67,314
Gaming Cage Workers	43-3041	\$13.43	\$10.64	\$14.82	\$12.53	\$27,934
Hotel, Motel, and Resort Desk Clerks	43-4081	\$10.66	\$8.89	\$11.55	\$10.60	\$22,181
Human Resources Assistants, Except Payroll and Timekeeping	43-4161	\$19.42	\$14.13	\$22.06	\$19.32	\$40,388
Information and Record Clerks, All Other	43-4199	\$17.81	\$11.86	\$20.78	\$17.24	\$37,043
Insurance Claims and Policy Processing Clerks	43-9041	\$20.91	\$16.02	\$23.36	\$20.36	\$43,496
Interviewers, Except Eligibility and Loan	43-4111	\$15.16	\$12.53	\$16.48	\$14.73	\$31,535
Legal Secretaries	43-6012	\$18.60	\$11.91	\$21.94	\$17.49	\$38,684
Library Assistants, Clerical	43-4121	\$11.99	\$8.40	\$13.78	\$10.72	\$24,930
Loan Interviewers and Clerks	43-4131	\$18.23	\$13.93	\$20.39	\$18.03	\$37,928
Mail Clerks and Mail Machine Operators, Except Postal Service	43-9051	\$14.49	\$10.13	\$16.66	\$13.84	\$30,129
Medical Secretaries	43-6013	\$17.24	\$12.80	\$19.46	\$16.68	\$35,863
Meter Readers, Utilities	43-5041	\$22.44	\$17.12	\$25.10	\$22.61	\$46,676
New Accounts Clerks	43-4141	\$18.89	\$14.80	\$20.94	\$18.33	\$39,297
Office and Administrative Support Workers, All Other	43-9199	\$17.18	\$11.76	\$19.90	\$16.84	\$35,742
Office Clerks, General	43-9061	\$16.89	\$11.23	\$19.72	\$16.10	\$35,130
Office Machine Operators, Except Computer	43-9071	\$16.72	\$12.41	\$18.87	\$16.79	\$34,773
Order Clerks	43-4151	\$17.34	\$12.95	\$19.53	\$16.67	\$36,064
Payroll and Timekeeping Clerks	43-3051	\$21.43	\$15.12	\$24.58	\$20.94	\$44,568
Police, Fire, and Ambulance Dispatchers	43-5031	\$22.92	\$16.90	\$25.94	\$21.85	\$47,682
Postal Service Clerks	43-5051	\$22.10	\$16.45	\$24.93	\$21.50	\$45,965
Postal Service Mail Carriers	43-5052	\$24.69	\$17.84	\$28.11	\$24.04	\$51,354
Postal Service Mail Sorters, Processors, and Processing Machine Operators	43-5053	\$24.58	\$17.95	\$27.89	\$28.25	\$51,126
Procurement Clerks	43-3061	\$19.47	\$14.98	\$21.71	\$19.19	\$40,495
Production, Planning, and Expediting Clerks	43-5061	\$23.26	\$16.33	\$26.72	\$22.36	\$48,375
Proofreaders and Copy Markers	43-9081	\$14.18	\$8.39	\$17.07	\$13.46	\$29,489
Receptionists and Information Clerks	43-4171	\$14.14	\$10.29	\$16.07	\$13.94	\$29,410
Reservation and Transportation Ticket Agents and Travel Clerks	43-4181	\$14.14	\$9.84	\$16.30	\$11.94	\$29,421
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	\$16.93	\$11.65	\$19.57	\$16.56	\$35,210
Shipping, Receiving, and Traffic Clerks	43-5071	\$17.30	\$12.55	\$19.68	\$16.63	\$35,983
Statistical Assistants	43-9111	\$26.50	\$17.76	\$30.87	\$25.42	\$55,116
Stock Clerks and Order Fillers	43-5081	\$13.82	\$9.60	\$15.93	\$12.56	\$28,738
Switchboard Operators, Including Answering Service	43-2011	\$13.87	\$10.22	\$15.70	\$13.10	\$28,848
Telephone Operators	43-2021	\$14.36	\$10.50	\$16.30	\$14.49	\$29,878
Tellers	43-3071	\$13.69	\$11.01	\$15.03	\$13.55	\$28,476
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111	\$15.95	\$12.07	\$17.88	\$16.17	\$33,168
Word Processors and Typists	43-9022	\$17.28	\$11.88	\$19.99	\$18.98	\$35,949

The 2019 Iowa Wage data for the State of Iowa Laborshed area was produced by the Labor Force & Occupational Analysis Bureau to provide communities local information on wages by occupation. The source of the wage and employment data is based on the May 2018 OES estimates. Additional occupational wage and employment data can be found at [www.iowalmi.gov/laborshed](http://www.iowalmi.gov/laborshed).